

Approved Minutes
Enhanced 911 Commission Meeting
July 7, 2006
Department of Public Safety
1111 Country Club Road
Middletown, Connecticut

Commission Members

Fred Dudek
John Elsesser
Paul Jakubson
Roy Piper
Gordon Shand
Jeff Vannais
Lee Vincent

Representing

Connecticut Fire Chiefs
Council of Small Towns (COST)
Connecticut Police Chiefs Association
Department of Emergency Management & Homeland Security
Department of Public Health - OEMS
Public Safety Answering Point Representative
Connecticut Conference of Municipalities

Staff

George Pohorilak
Mike Guerrero
Jerry Zarwanski
Carey Thompson
Anne Finn
Mark Browne
Sue Vaughn

Office of Statewide Emergency Telecommunications (OSET)
OSET
OSET
OSET
OSET
OSET
Office of Education and Data Management (OEDM)

Others in Attendance

Carol Criscuolo
Larry Cole
Steve Cowles
John DonFrancisco
Len Guercia
John Gustafson
Joshua D. Hughes, Esq.
Yvonne Lewis (for Jeff Morrisette)
Ed Pass
Steve Savage
Gary Stango
Sue Webster

AT&T
AT&T
Colchester ECC
Quinebaug Valley Emergency Communications
Department of Public Health (DPH)
South Central Regional ECC New Haven
Hughes and Cronin Public Affairs Strategies
CFPC
AT&T
Northwest CT Public Safety Communications Center
City of Hartford
NWCT Public Safety

Call to Order

Gordon Shand, EMS Department of Public Health, Acting Chairman, called the meeting to order at 9:07 a.m. Gordon Shand chaired due to Ernie Herrick's absence.

Approval of E911 Commission Meeting minutes of April 7, 2006

Lee Vincent motioned the minutes be approved. Jeff Vannais seconded the motion. The minutes were approved.

Correspondence

There was no correspondence.

Public Comment

There was no public comment.

Unfinished Business**Training Program**

Sue Vaughn, Office of Education and Data Management (OEDM), reported. From April 1 through June 30, 47 students were trained and tested. A total of 41 students passed the certification exam. Of all the students, 40 were certified, 31 were re-certified, 1 instructor was certified, and 6 instructors were re-certified.

A telecommunicator educational conference will be held September 15, 2006. The theme for this conference is "How To Deal With Annoying People."

The telecommunicator curriculum revision is almost complete.

OEDM is in the final stages of preparations for a Train The Trainer seminar to be held later this year.

Another telecommunicator training program is coming in August, but the new curriculum won't be used till October.

FY 06/07 Surcharge

Carey Thompson, Office of Statewide Emergency Telecommunications (OSET), reported. The Department of Public Utility Control (DPUC) has set the surcharge for fiscal year 06/07. The surcharge remains the same as last year, \$0.37, due to an increase in access lines. George Pohorilak, Office of Statewide Emergency Telecommunications (OSET), said there are ongoing discussions with Vonage to get them to pay into the E911 surcharge fund. A Memo of Understanding may have to be put into place. Vonage has agreed to pay. George identified the surcharge remained the same due to an increase in access lines.

Emergency Medical Dispatch Report (EMD)

Carey Thompson reported. To date, OSET reimbursed for 1200 students. Over \$105,000 has been paid to date. OSET provides reimbursement for EMD training.

OSET will provide a Quality Assurance training program to be held in late August and September of this year. Medical Priority Dispatch and PowerPhone will conduct classes. George Pohorilak said OSET will consider providing this training in subsequent years if demand for this training is shown.

EMS Data Report Q2 2006

Mike Guerrero reported. This is the last report being submitted due to requirements changing. Those PSAPs with large call volume will have to run reports more often before data is archived. There is no longer a need to tag EMS calls since the statute went through.

Public Education

Carey Thompson reported. The Public Education committee is fine-tuning the curriculum for grades 1 through 4. A coloring book is being printed for use in the courses. The committee is hoping to have a small core group to do public education at park and recreation departments and schools. There is a new focus on teens. Efforts are being put into presenting our training at babysitting courses. The committee hopes to accomplish this through park and recreation courses.

OSET will offer supervisor training to telecommunicators. This training encourages current telecommunicators to consider a career in dispatching.

E9-1-1 Regulations / Legislation

George Pohorilak reported. OSET will resubmit the PBX legislation that almost passed last year. OSET may also submit legislation regarding prepaid wireless phones. Prepaid wireless customers do not pay into the 911 fund. The legislative package is not complete yet.

Software RFP

George Pohorilak reported. There are 7 or 8 vendors who respond to the RFI. By late Fall, we expect that we will have an RFP ready for the new 911 call taking software.

Geographic Information System (GIS)

George Pohorilak reported. OSET is moving forward to hiring permanent GIS staff to OSET. The permanent GIS staff will replace our current consultant server provided by Liz Crutcher.

George is attending the Geospatial Council meetings. Our initiative with TeleAtlas mapping continues. We have contracted for another year with the enterprise license agreement.

Right now TeleAtlas is the best for State of Connecticut.

Department of Public Health EMS Data Report

Lee Vincent, Connecticut Conference of Municipalities, said a motion was left open from the last meeting and read from the April 7, 2006 minutes.

From the April 7, 2006 minutes of the E911 Commission meeting:

Lee Vincent asked Len Guercia if he would like a resolution by the E911 Commission endorsing the project. Len responded that an endorsement from the E911 Commission would help the project.

*A **MOTION** was made by Jakubson and **SECONDED** by Jeff Vannais that the 911 Commission heard details of the presentation and supports and endorses the medical dispatch response program of the Department of Public Health.*

John Elsesser, Council of Small Towns (COST), expressed his intention to vote against this proposal. John stated it is unrealistic to have volunteer agencies enter in all the required data. He felt it is an incomplete system, and there was too much data with 208 data elements being part of the program.

End from April 7, 2006 minutes.

This issue was not voted on during the March 2006 E911 Commission meeting due to a quorum not being present at the time. It will be raised at the July E911 Commission meeting during Unfinished Business.

Len Guercia, Department of Public Health (DPH), reported. The connectivity through DOIT for the data link is almost complete. Beta testing is ongoing.

Firehouse software purchased by municipal services is NEMESIS compliant. Fire fighters are doing reports using this software on their own hardware. DPH had some requests for new hardware by the fire departments. The EMS advisory board is guiding the fire departments through the process of purchasing the appropriate hardware.

DPH has recently received trauma data covering the last 4 years. Patients can now be tracked from their EMS through their trauma treatment at the hospital.

Jeff Vannais brought the meeting back to the motion Lee Vincent mentioned earlier from the last meeting. Paul Jakubson, Connecticut Police Chiefs Association, moved the motion. Lee Vincent seconded the motion. The motion is that the 911 Commission heard details of the presentation and supports and endorses the medical dispatch response program of the DPH. The motion was approved.

Wireless Issues

Mike Guerrero reported. Verizon and Cingular are the most active carriers adding new sites this past year. Carriers sometimes change site ID's. Some take on routing numbers of other sites, these corrections have been made. This summer some accuracy testing will be done for the new wireless carrier Alltel.

George Pohorilak said Connecticut is the only state to do an accuracy test on a statewide basis.

PSAP Issues

George Pohorilak reported. PSAP visits are occurring regularly by Carey Thompson. Quarterly PSAP meetings are still going on.

Mike Guerrero said the Town of Sherman has changed its PSAP affiliation from Troop A to Litchfield County Dispatch.

E911 Performance Reports

AT&T

Mike Guerrero reported that CPE troubles have decreased.

Larry Cole, AT&T, said 911 technicians called in for repair are not let in by the Police Departments. AT&T is working with security to resolve this. AT&T is working toward getting rid of nuisance repairs.

911 Call Counts

Mike Guerrero reported. Almost one million calls were made so far this year. We will exceed two million calls by year end.

CLECs

Mike Guerrero reported. The Maintenance Report distributed at the meeting was broken down by month. Mike discussed the details of the report.

The four top problems are:

1. links down
2. vision phone problems
3. mapping
4. call recording issues

Larry Cole said 911 is a restoration priority. The 911 system is restored put up first by AT&T. Commissioner Shand revisited the issue of Telecommunications Service Priority (TSP) for 911. A discussion followed regarding priority restoration of 911.

George Pohorilak said OSET has ordered TSP for 911.

Data Network

Mark Browne, feasibility study network consultant, reported. He reported that work on defining the needs of public safety for a data network that will support first responders, first providers, and support organizations, state agencies, and municipalities was progressing.

The first major task was to solicit information from customers. This task is 100% complete. The second major task is data traffic analysis. This task is 50% complete. The third major task is analyzing structure. This task is 20% complete. The fourth major task is feasibility. This has not been started yet. The fifth major task is to prepare the RFI, which includes producing 3 conceptual designs. This has not been started yet. This is a six-month project, which has been in progress for 2 months so far.

Homeland Security 911 Report

Gordon Shand motioned that OSET develop a mechanism for determining the power viability for all 107 PSAPs. This includes evaluation of power requirements at all PSAPs. Jeff Vannais seconded the motion. The commission approved the motion.

Gary Stango updated the Commission of DEMHS activities including the purchase of Emergency Notification System. He indicated that the RFP responses were in and being evaluated.

New Business**Capital Expense Grants and Training Reimbursements**

Carey Thompson reported. A new regulation passed for the training subsidy. A total of 16 PSAPs submitted for reimbursement for conferences, included 911 supervisor training, suicide intervention training, memberships to APCO and NENA.

This training subsidy encourages moving people forward in their career.

Lee Vincent mentioned that he is starting a club in high schools in Groton to teach students about emergency services and 911.

Public Comment

Language Line is still in place. The dominant language used is Spanish.

Gary Stango mentioned using simulators to use to teach people more about 911. Carey Thompson mentioned six simulators are being purchased for use in elementary schools.

Adjournment

The next E911 Commission meeting is Friday, October 6, 2006. Gordon Shand announced the meeting adjourned at 11:02 a.m.